



# **SCREEN SHOTS DOCUMENT GROUPED BY SCENARIO**

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## **ELECTRONIC ACCESS MULTI-FACTOR AUTHENTICATION REGISTRATION AND CUSTOMER SUPPORT (RCS)**

4/21/2016



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## Document Version Information

Version Number	Date	Content Revisions	Revised by
0.1 (Draft)	11/04/2015	Initial Version	Kirk Crawford and Lester Jones
0.2 (Draft)	12/03/2015	<ul style="list-style-type: none"> <li>Globally changed "reset" to "update" cell phone number.</li> <li>Returned OTP verification container to Account Summary screen.</li> <li>Removed buttons from Account Summary screen, prior to OTP verification, for LOA3 phone scenarios.</li> <li>Changed "Verify Address" button labels to "Next".</li> <li>Removed unnecessary screens.</li> <li>Changed wording to de-couple phone verification from extra security.</li> <li>Added pages for unhappy paths of address verification (i.e., verification failed, user declines ISP verification).</li> <li>Changed button text change from "Done" to "Yes, Remove Extra Security" (Remove Extra Security)</li> <li>Added new confirmation message (LOA2 Account Summary Page – Post LOA3 Degrade)</li> </ul>	Kirk Crawford, Lester Jones, Lauren Agro
0.3 (Draft)	12/04/2015	<ul style="list-style-type: none"> <li>Removed notices</li> <li>Added screen shots of Account Summary for LOA3 on Phone after text code verification.</li> </ul>	Beth Hanst
0.4 (Draft)	12/07/2015	<ul style="list-style-type: none"> <li>Removed Done buttons from S1-P5 and S1-P12.</li> <li>Added "clean" screen shots of Account Summary for LOA3 on Phone after text code verification.</li> </ul>	Beth Hanst
0.5 (Draft)	12/17/2015	<ul style="list-style-type: none"> <li>Added screenshots of new Account Summary pages for an LOA2 account with a phone number change pending and/or not cell phone not enabled</li> <li>Global text change for "update" to "reset"</li> <li>Global removal of fraud prevention wording</li> <li>Removed screens S1-P6, S1-P8, and S5-P3.</li> <li>Modified address verification pathing to reflect RCS Val.</li> <li>Modified verbiage spoken to customer to reflect RCS Val.</li> </ul>	Kirk Crawford
0.6 (Draft)	12/23/2015	<ul style="list-style-type: none"> <li>Removed old annotation for S1-P3 pg. 13</li> </ul>	Kirk Crawford
0.7 (Draft)	01/12/2016	<ul style="list-style-type: none"> <li>Added "Change Cell Phone Number" button to the Account Summary page for LOA2, Change Pending (In-person and phone).</li> <li>Added screens S1-P1 and S1-P6, to support LOA2 In-Person scenario as documented in the BPD.</li> </ul>	Kirk Crawford
0.8 (Draft)	01/19/2016	<ul style="list-style-type: none"> <li>Changed text on S1-P12 and S5-P4 from "verified" to "verifies"</li> </ul>	Kirk Crawford
1.0	03/02/2016	<ul style="list-style-type: none"> <li>Changed language on screens YWES, AXSEAC, AXSNEV, and EXTOS (pages 39-42), per the sponsor's request. Please note these screens were <b>not</b> included in the previous versions of the screen package.</li> </ul>	Beth Hanst
1.1	04/08/2016	<ul style="list-style-type: none"> <li>Added "print receipt" button to S1-P6 (Customer-Provided Address Does Not Match ID (LOA2) ) and S1-P7 (Decline or</li> </ul>	Kirk Crawford

Screen Shots for eAccess MFA RCS v1.2

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		Fail External Verification (LOA3)	
1.2 (Final)	4/21/2016	<ul style="list-style-type: none"><li>Modified Customer Internet Screens and Sample Notices containers on User Search screen and Account Summary screen.</li></ul>	Beth Hanst

# Scenario 1: Update (Reset) Cell Phone Number (BPD Section 2.3.2.2)

## 1.1 LOA2 in Person

### User Search

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

### User Search

SSN  or Username

User is:  
 on phone  
 in person

[Search](#) [Clear Search](#)

---

RCS USERSEARCH

#### To Retrieve Account [? Help](#)

To edit or create an online account, enter the SSN or Username above.

#### To Register in Person

In order to register for an account, the customer must be at least 18 years of age and have:

- a cell phone that can receive text messages
- a valid email address, and
- an SSN, and
- a U.S. mailing address.

If the customer wants to register for online services, he or she may bring a government-issued proof of identity to a Field Office. Acceptable documents are:

- state-issued driver's license or identification card, or
- U.S. passport or passport card, or
- military identification card, or
- government employee identification card.

#### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

#### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Added new descriptive text: "a cell phone that can receive text messages"

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## Account Summary (LOA2) \_InPerson

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

---

### User Search

SSN  or Username  **User is:**  on phone  in person   [? Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa2** [? Help](#)

User Information | **Transaction History**

---

RCS ACMGMT

### Account Summary [? Help](#)

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

---

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

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Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## Account Summary (LOA2) \_InPerson (Change Pending)

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

User Search

SSN  or Username  **User is:**  on phone  in person   [Help](#)

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa2 [Help](#)

User Information | **Transaction History**

RCS ACMGMT

### Account Summary [Help](#)

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **Change Pending**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Added "Change Pending" for LOA2 in person account with a pending cell phone number change.

Added "Change Cell Phone Number" button. (1/12/2016)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.



## Account Summary (LOA2) \_InPerson (Not Registered)

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

### User Search

SSN  or Username  **User is:**  on phone  in person   [? Help](#)

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa2 [? Help](#)

User Information | **Transaction History**

RCS ACMGMT

### Account Summary [? Help](#)

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **Cell phone is not registered** ← Added "Cell Phone is not registered" for LOA2 in person account with no cell phone registered.

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
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[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## Account Summary (LOA2)\_OnPhone (Change Pending)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa2 [? Help](#)

User Information    **Transaction History**

---

RCS ACMGMT

### Account Summary [? Help](#)

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **Change Pending**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

#### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

#### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

Added "Change Pending" for LOA2 on phone account with no cell phone registered.

Added "Change Cell Phone Number" button. (1/12/2016)

## Account Summary (LOA2)\_OnPhone (Not Registered)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person [Search](#) [Clear Search](#) [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa2 [? Help](#)

User Information [Transaction History](#)

RCS ACMGMT

### Account Summary [? Help](#)

Email Address: **AlexLOA2@gmail.com**  
[Change E-Mail Address](#)

Account Type: **Standard**

Last 4 Digits of Cell Phone: **Cell phone is not registered** ← Added "Cell Phone is not registered" for LOA2 on phone account with no cell phone registered.

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

[Email Temp Password](#)   [Cancel Account](#)   [Block Access](#)

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
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[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## S1-P1 Verify Address Verification (LOA2)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

Screen added on 1/12/2016.

### User Search

SSN  or Username  [? Help](#)

User is:  on phone  in person **Search** Clear Search

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa2** [? Help](#)

RCS [? Help](#) #####

#### Change Cell Phone Number: Enter Address

**Proof of Identity (must be current):**

- State Driver's License or identity card
- U.S. passport or passport card
- U.S. military identification card
- U.S. government employee identification card

---

**Home Address:**

Street 1

Street 2

City/Town:     State/Territory:     ZIP Code:

---

**Does this address appear on the identity document shown above?**

Yes     No

---

**Primary Phone (optional):**

10-digit Number

**Next**    Cancel

## S1-P2 Update Code Print Confirmation (LOA2)

Displayed if customer-provided address matches customer's ID.

The screenshot displays the 'Find Customer Support (RCS)' interface. At the top, there is a search bar with a 'name' field and a 'User is:' section with radio buttons for 'on phone' and 'in person'. A 'Search' button and a 'Clear Search' button are also present. Below the search bar, user information is displayed: 'ALEX Q. PUBLIC', 'SSN: 900-00-0000', 'DOB: 01/01/1970', and 'Username: alexloa2'. A 'RCS' label is also visible. A green notification box with a checkmark states: 'The reset code letter was successfully sent to the printer.' Below this is a 'Reset Code Print Confirmation' section with a quote: 'Please give the reset code letter to the customer and read the following confirmation to the customer.' and a sub-note: 'Please follow the directions to finish changing your cell phone number before the date shown in your letter.' At the bottom of this section are two buttons: 'Reprint' (primary) and 'Done' (secondary). Callout boxes provide the following details: 1. 'Change of text from "The letter..." to "The reset code letter" [GLOBAL]' pointing to the notification box. 2. 'New text: Reset Code [GLOBAL]' pointing to the title of the confirmation section. 3. 'Changed "Update Code Letter" to "Reset Code Letter" [GLOBAL]' pointing to the title of the confirmation section. 4. 'Changed from "Update" to "Change" [GLOBAL]' pointing to the sub-note text. 5. 'Reprint button is now primary...with done button being secondary' pointing to the 'Reprint' button.

## S1-P6 Customer-Provided Address Does Not Match ID

Displayed if customer-provided address does not match address on customer's ID.

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN  or Username

User is:  
 on phone  in person

[Search](#) [Clear Search](#) [? Help](#)

**ALEX Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa2 [? Help](#)

RCS [? Help](#) #####

### Change Cell Phone Number Information

“ Please read the following to the customer:

We will mail a reset code letter to you at the following address:

1234 SAMPLE DR  
BALTIMORE, MD 12345

You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your cell phone number before the date shown in your letter.

[Print Receipt](#) [Done](#)

Added Print Receipt button 4/8/2016

Revised button order and style 4/8/2016

Screen added on 1/12/2016.

## 1.2 LOA3 in Person

### Account Summary (LOA3)\_InPerson

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 [? Help](#)

User Information **Transaction History**

RCS ACMGMT

#### Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

#### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

---

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

#### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)


[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## S1-P3 Verify Address Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size  | Accessibility Help

---

**User Search**

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [? Help](#)

RCS [? Help](#)    #####

**Change Cell Phone Number: Enter Address**

**Proof of Identity (must be current):**

- State Driver's License or identity card
- U.S. passport or passport card
- U.S. military identification card
- U.S. government employee identification card

---

**Home Address:**

Street 1

Street 2

City/Town:     State/Territory:     ZIP Code:

---

Does this address appear on the identity document shown above?

Yes     No


---

**Primary Phone (optional):**

10-digit Number

**Next**    Cancel

Spacing reduced





## S1-P4 Verify Address Verification Confirm YY NY

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [Help](#)

RCS [Help](#) #####

**The reset code letter was successfully sent to the printer.**

**Reset Code Print Confirmation**

**“ Please give the reset code letter to the customer and read the following confirmation to the customer:**

*Please follow the directions to finish changing your cell phone number before the date shown in your letter.*

**Reprint** Done

Reprint button is primary, and done is secondary

New text: “Reset code” to be consistent with other screens [GLOBAL]

Text change from “Update” to “Change”

## S1-P5 Cannot Verify Address Internal (LOA3) YN NN

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

User Search

SSN  or Username  [? Help](#)

User is:  on phone  in person **Search** Clear Search

---

**ALEX Q. PUBLIC**      **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

We cannot verify the address against our records

**“ Please read the following to the customer:**

We were unable to verify this address against our records: **Edit Address**

1234 SAMPLE DR  
BALTIMORE, MD 53527

We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity. ←

The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.

**Do you agree to allow us to share your information with the Identity Services Provider?**

Yes     No

Fraud text removed [GLOBAL]

**Next**

## S1-P7 Decline or Fail External Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN  or Username  **User is:**  on phone  in person   [? Help](#)

**ALEX Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [? Help](#)

RCS [? Help](#) #####

**We cannot verify the customer's address.**

### Change Cell Phone Number Information

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We will mail a reset code letter to you at the following address:*

1234 SAMPLE DR  
BALTIMORE, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your cell phone number before the date shown in your letter.*


Text change: From "update" to "change"

Added Print Receipt button  
4/8/2016

Revised button order and style  
4/8/2016

## 1.3 LOA2 or LOA3 on Phone

### Account Summary (LOA2)\_OnPhone

Social Security • Registration and Customer Support (RCS) Text Size  | Accessibility Help

---

User Search

SSN  or Username  User is:  on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa2 [? Help](#)

User Information Transaction History

RCS ACMGMT

#### Account Summary [? Help](#)

Email Address: **AlexLOA2@gmail.com**

Account Type: **Standard**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**

Last Login: **September 20, 2015 11:31**

#### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

---

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

#### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## Account Summary (LOA3 on Phone) Before Send Text Message Selected

Social Security • Registration and Customer Support (RCS) Text Size  | Accessibility Help

---

User Search

SSN  or Username  User is:   
 on phone  in person   [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 [? Help](#)

User Information    [Transaction History](#)

---

RCS ACMGMT

### Account Summary [? Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone.

---

Email Address: **AlexLOA3@gmail.com**  
Account Type: **Extra Security**  
Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

---

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## Account Summary (LOA3 on Phone) After Send Text Message Selected

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

---

User Search

SSN  or Username  User is:  on phone  in person   [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 [? Help](#)

User Information Transaction History

---

RCS ACMGMT

### Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**  
Account Type: **Extra Security**  
Last 4 Digits of Cell Phone: **7663**  
  
Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

### Text Code Verification [? Help](#)

Please ask the customer to read you the text message from his or her cell phone.

A text message will be sent to cell phone number:  
**\*\*\*\*\*7663**

---

Enter Text Message Code:  
  
8-digit Number

---

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## Account Summary (LOA3 on Phone) After Text Code Verification

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

User Search

SSN  or Username  User is:  on phone  in person   [Help](#)

**ALEX Q. PUBLIC** SSN: 900-00-0000 DOB: 01/01/1970 Username: alexloa3 [Help](#)

User Information **Transaction History**

RCS ACMGMT

### Account Summary [Help](#)

Email Address: **AlexLOA3@gmail.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)


[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Text Code Verification container is hidden again. Account Summary container now contains buttons for available functionality.

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## S1-P10 Verify Address Verification (LOA2 & LOA3)

Social Security • Registration and Customer Support (RCS) Text Size  | Accessibility Help

---

**User Search**

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [? Help](#)

RCS [? Help](#)    #####

**Change Cell Phone Number: Enter Address**

**Home Address:**

Street 1

Street 2

City:     State/Territory:     ZIP Code:

---

**Primary Phone (optional):**


10-digit Number

Text change: from "update" to "change"

**Next**    Cancel



## S1-P11 Verify Address Verification Confirm (LOA2 & LOA3) YY NY

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

---


User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

 **Customer's address has been verified.**

### Change Cell Phone Number Information

**“** Please read the following to the customer:

*We have verified your address. We will mail a reset code letter to you at the following address:*

1234 SAMPLE DR  
BALTIMORE, MD 12345

*You will receive the letter within 5 - 10 business days. Please follow the directions to finish changing your cell phone number before the date shown in your letter.*

**Done**

“Mail” text inserted

## S1-P12 Cannot Verify Address Internal (LOA2 & LOA3) YN NN

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

**User Search**

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search ? Help

---

**ALEX Q. PUBLIC**      **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** ? Help

RCS ? Help #####

**We cannot verify the address against our records**

**“ Please read the following to the customer:**

*We were unable to verify this address against our records:* Edit Address

1234 SAMPLE DR  
BALTIMORE, MD 53527

*We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.* ←

*The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.* ←

**Do you agree to allow us to share your information with the Identity Services Provider?**


Yes     No

**Next**

Fraud text removed

Change from  
“verified” to  
“verifies”  
1/19/16

## S1-P14 Fail External Verification (LOA2 & LOA3)

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

---


User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

 **We cannot verify the customer's address.**

### Unable to verify customer's address

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot change your cell phone number at this time. In order to change your cell phone number, you will have to go to your local Social Security Office. If you recently moved, you can try again later.*

**Done**

“Update” changed to “Change”

Text added for going to the local SSA office

## S1-P15 No to External Verification (LOA2 & LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [Help](#)

RCS [Help](#) #####

**We cannot verify the customer's address.**

**Unable to verify customer's address**

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot change your cell phone number at this time. In order to change your cell phone number, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*

**Done**

From “update” to “change”. Added 2<sup>nd</sup> sentence. Removed “If you recently moved... later.”

## 2. De-Elevate Account (BPD Section 2.5.2)

### 2.1 LOA3 in Person

#### Account Summary (LOA3)\_InPerson

Social Security • Registration and Customer Support (RCS) Text Size  | Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person   [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 ? Help

User Information    **Transaction History**

---

RCS ACMGMT

#### Account Summary ? Help

Email Address: **AlexLOA3@gmail.com**

Account Type: **Extra Security**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

---

#### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

#### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## S5-P1 - Remove Extra Security: Confirmation (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

**User Search**

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**EDWARD Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: edwardloa3** [? Help](#)

RCS [? Help](#) RESFC

**“ Are you sure you want to remove your extra security?**

Please read the following to the customer:

*If you remove your extra security, you will still be required to use your cell phone to access your account. You will still receive a text with a unique security code each time you log in.*

Wording updated to reflect MFA changes

---

**Yes, Remove Extra Security**

Button updated to reflect RCS Val

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search ? Help

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 ? Help

**Extra Security has been removed from this account!**

User Information Transaction History

RCS ACMGMT

### Account Summary ? Help

Email Address: **AlexLOA3@gmail.com**

Account Type: **Standard Account**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

#### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

#### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## 2.2 LOA3 on Phone – Before Send Text Message Selected

### Account Summary (LOA3)\_OnPhone

Social Security • Registration and Customer Support (RCS) Text Size  | Accessibility Help

---

User Search

SSN  or Username  User is:  on phone  in person   [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 [? Help](#)

User Information [Transaction History](#)

---

RCS ACMGMT

#### Account Summary [? Help](#)

Before you can provide the customer with any information, or take any action on this account, you must send a text message to his or her cell phone.

---

Email Address: **AlexLOA3@gmail.com**  
Account Type: **Extra Security**  
Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

#### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

---

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

#### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

---

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.



## Account Summary (LOA3 on Phone) After Send Text Message Selected

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person [Search](#) [Clear Search](#) [Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 [Help](#)

[User Information](#)    [Transaction History](#)

---

RCS ACMGMT

### Account Summary [Help](#)

Email Address: **AlexLOA3@gmail.com**  
Account Type: **Extra Security**  
Last 4 Digits of Cell Phone: **7663**  
[Change Cell Phone Number](#)

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

[Block Access](#)

### Text Code Verification [Help](#)

Please ask the customer to read you the text message from his or her cell phone.

A text message will be sent to cell phone number:  
\*\*\*\*\*7663

[Resend Text Message](#)

---

Enter Text Message Code:  
  
8-digit Number

[Submit](#)    [Cancel](#)

---

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## Account Summary (LOA3 on Phone) After Text Code Verification

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

---

User Search

SSN  or Username  User is:   
 on phone  in person [Search](#) [Clear Search](#) [Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 [Help](#)

[User Information](#)    [Transaction History](#)

---

RCS ACMGMT

### Account Summary [Help](#)

Email Address: **AlexLOA3@gmail.com**  
[Change E-Mail Address](#)

Account Type: **Extra Security**  
[Remove Extra Security](#)

Last 4 Digits of Cell Phone: **7663**  
[Change Cell Phone Number](#)

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

[Email Temp Password](#)    [Cancel Account](#)    [Block Access](#)

### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

---

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)


[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.

## S5-P2 - Verify Address Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size  | Accessibility Help

---

**User Search**

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [? Help](#)

RCS [? Help](#)    #####

**Remove Extra Security: Enter Address**

**Home Address:**

Street 1

Street 2

City:     State:     ZIP Code:

---

**Primary Phone (optional):**

10-digit Number

Container heading updated to reflect RCS Val

---

**Next** Cancel

## S5-P4 - Cannot Verify Address Internal (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [? Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [? Help](#)

RCS [? Help](#) #####

**We cannot verify the address against our records**

**“ Please read the following to the customer:**

*We were unable to verify this address against our records:* **Edit Address**

1234 SAMPLE DR  
BALTIMORE, MD 53527

*We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.*

*The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.*

**Do you agree to allow us to share your information with the Identity Services Provider?**

Yes     No

**Next**

Yellow container removed.

Fraud message removed.

Change text from "verified" to "verifies"

## S5-P6 - Fail External Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [Help](#)

RCS [Help](#) #####

**We cannot verify the customer's address.**  
We cannot remove extra security over the telephone.

**Unable to externally verify customer's address**

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office.*

**Done**

Added sentence to reflect RCS Val.

Added 2<sup>nd</sup> and 3<sup>rd</sup> sentences to reflect RCS Val. Removed “If you recently moved...later.”

## S5-P5 - No to External Verification (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

---

User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [Help](#)

RCS [Help](#) #####

**We cannot verify the customer's address.**  
We cannot remove extra security over the telephone.

**Unable to verify customer's address**

**“ Please read the following to the customer:**

*We were unable to verify the address you provided. We cannot remove extra security from your account at this time. In order to remove extra security, you will have to go to your local Social Security Office. If you choose in the future to allow us to share your information with the [Identity Services Provider](#), we can try again to verify your address.*

**Done**

Added sentence to reflect RCS Val.

Added 2<sup>nd</sup> and 3<sup>rd</sup> sentences to reflect RCS Val. Removed “If you recently moved...later.”

## S5-P7 - (Remove Extra Security Confirmation) Account Summary (LOA3)

Social Security • Registration and Customer Support (RCS) Text Size Accessibility Help

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### User Search

SSN  or Username  **User is:**  on phone  in person   [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 [? Help](#)

**Extra Security has been removed from this account!**

[User Information](#)    [Transaction History](#)

---

RCS ACMGMT

#### Account Summary [? Help](#)

Email Address: **AlexLOA3@gmail.com**

Account Type: **Standard Account**

Last 4 Digits of Cell Phone: **7663**

Account Status: **Active**  
Last Login: **September 20, 2015 11:31**

#### Customer Internet Screens

Ask the customer for the title of the screen he or she is having trouble with. Look below for the link that matches that title.

[Create Account - Verify your Identity](#)  
[Create Account - Create Account](#)

[Finish Setting Up Your Account - Verify Your Identity](#)  
[Finish Setting Up Your Account - Create Account](#)

[Add Extra Security](#)

[Provide Cell Phone Number - Security has improved...](#)  
[Provide Cell Phone Number - Almost Finished...](#)

[Verify Cell Phone Number](#)  
[Enter Security Code from Text Message](#)

[Sign In](#)

[Change Your Cell Phone Number - Provide Address Information](#)  
[Change Your Cell Phone Number - Do You Have...Reset Code Letter?](#)

#### Sample Notices

If the customer has questions about a notice he or she received, you can identify the situation and view the appropriate notice.

Notices listed below are for general reference. For a full list of notices, please see:

- OA 00250.010-Electronic Access Mailed Notices
- OA 00250.030-Registration and Customer Support (RCS) Notices

[Created an account online](#)  
[Created an account online \(with extra security\)](#)  
[Added extra security online](#)

[Request to reset cell phone number online](#)

[Created a standard account in person](#)  
[Created an account in person \(with extra security\)](#)  
[Upgraded account in person](#)

[Request to reset cell phone number in person](#)

**Modified Customer Internet Screens and Sample Notices containers on 4/20/2016.**

### 3.0 Miscellaneous Screen Changes

#### 3.1 Screen YWES – Add Extra Security Immediately After Creating Account

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

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User Search

SSN  or Username  **User is:**  on phone  in person   [Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa2 [Help](#)

RCS [Help](#)    YWES

**The customer has been successfully verified for an account.**  
The customer may also add extra security to his or her account with no additional checks.

**Extra Security**

**“ Please read the following to the customer:**  
*We have verified you for a standard account. You have the option to add extra security.*

*If you'd like to add extra security, you will still use a cell phone with text messaging each time you sign in. Each time you contact us to make changes to your account, we will send a text message with a code or ask you for additional information. This provides extra security because even if someone gets your username and password, he or she will not be able to change your personal information.*

*You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.*

**Do you want to add extra security to your account?**  
 Yes     No

Changed language on 3/2/2016.



### 3.2 Screen AXSEAC – Add Extra Security to Existing Account

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

---

User Search

SSN  or Username  **User is:**  on phone  in person   [? Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa2** [? Help](#)

RCS [? Help](#) AXSEAC

**Add Extra Security**

**“ Please read the following to the customer:**

*If you'd like to add extra security, you will still use a cell phone with text messaging each time you sign in. Each time you contact us to make changes to your account, we will send a text message with a code or ask you for additional information. This provides extra security because even if someone gets your username and password, he or she will not be able to change your personal information.*

*You may want to add extra security to your account if you have been a victim of domestic violence or identity theft, or have any other reason to believe you need extra security.*

**Do you want to add extra security to your account?**  
 Yes     No

Changed language on 3/2/2016.

### 3.3 Screen AXSNEV – Cannot Verify Address Internally

Social Security • Registration and Customer Support (RCS) Text Size | Accessibility Help

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User Search

SSN  or Username  User is:  
 on phone  in person **Search** Clear Search [Help](#)

---

**ALEX Q. PUBLIC**    **SSN: 900-00-0000**    **DOB: 01/01/1970**    **Username: alexloa3** [Help](#)

RCS [Help](#)    AXSNEV

We cannot verify the address against our records

**“ Please read the following to the customer:**

*We were unable to verify this address against our records:*

1234 SAMPLE DR  
BALTIMORE, MD 53527

*We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.*

*The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.*

**Do you agree to allow us to share your information with the Identity Services Provider?**

Yes     No

---

Removed wording about fraud prevention services on 3/2/2016.

### 3.4 Screen EXTOS – Cannot Verify Address Internally

Social Security • Registration and Customer Support (RCS) Text Size  Accessibility Help

---

**User Search**

SSN  or Username  **User is:**  on phone  in person   [? Help](#)

---

**ALEX Q. PUBLIC**    SSN: 900-00-0000    DOB: 01/01/1970    Username: alexloa3 [? Help](#)

RCS [? Help](#)    EXTOS

**We cannot verify the address against our records**

**“ Please read the following to the customer:**

*We were unable to verify this address against our records:*

1234 SAMPLE DR  
BALTIMORE, MD 53527

*We would like your permission to share your information with an external [Identity Services Provider](#) to help us verify your identity.*

*The [Identity Services Provider](#) verifies the information you give us against their records. We do not share your Social Security number with them, and they keep your information only for the period of time permitted by federal laws, regulations, or guidelines.*

**Do you agree to allow us to share your information with the Identity Services Provider?**

Yes     No

Removed wording about fraud prevention services on 3/2/2016.

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